

Production Daily Health Report

Wednesday February 1st, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events

Customer Portal
 Worker Portal
 CCAP
 EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
2/4	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 -Benefit Decision Notice	Pending	Pending	0	TBD	0

*Reviewing notices before releasing

Batches

Executed	Failed	Passed	Held / Not Scheduled*
188	0	188	131

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Partial	CO-G1605-DLY and CO-GVERF-DLY were halted to limit runtime during business hours.
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

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	Current Week		Previous Week
	0	P1 Incidents	0
	1	P2 incidents	0
	1086	P3 incidents	1267
	51	P4 incidents	61

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
1	P2	Address discrepancies between MMIS and Bridges (RIB-13482)	There are a number of cases that have a discrepancy between the address in Bridges and the one in MMIS.	Currently under Analysis in Progress

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 31st

Start of the Day

647

Scanned/Indexed



20,609

Processed*



44,923

Completed**



66,179

Total***

Daily Net Change

57

Scanned/Indexed



457

Processed



752

Completed



1,266

Total

End of the Day

704

Scanned/Indexed



21,066

Processed



45,675

Completed



67,445

Total

* Processed applications have gone through the application registration process, but eligibility has not been run.

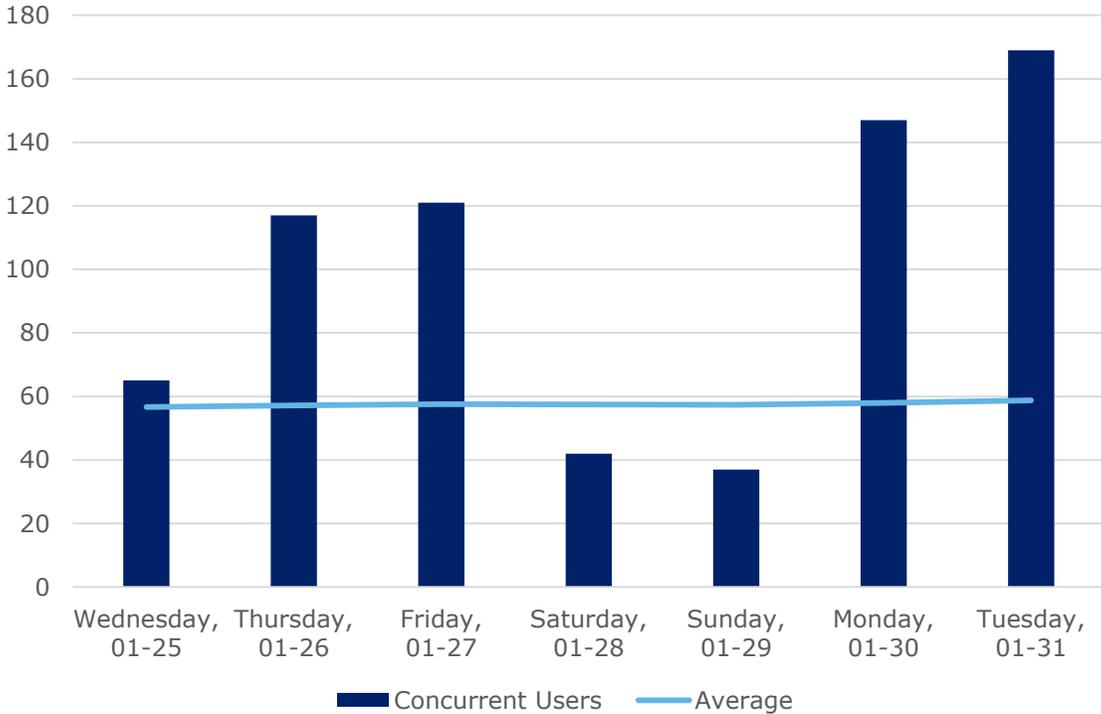
** Completed applications have been processed and have had eligibility run.

*** Total is the total number of applications present in the system

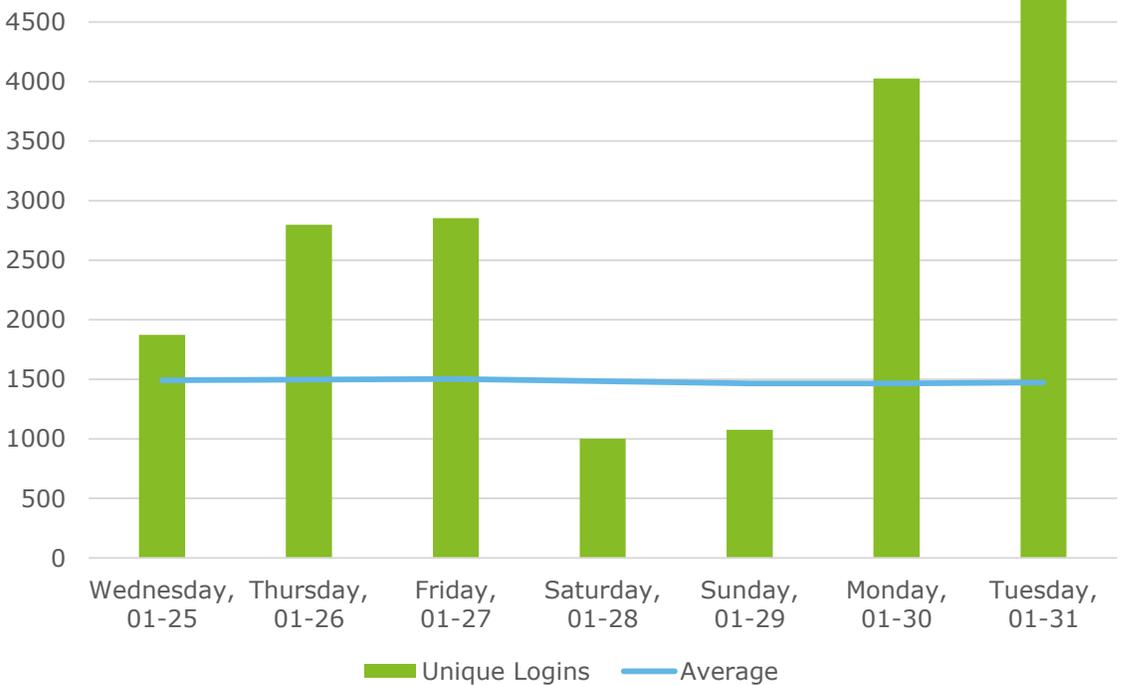
RIBridges Technical Metrics – Customer Portal

Wednesday February 1st, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

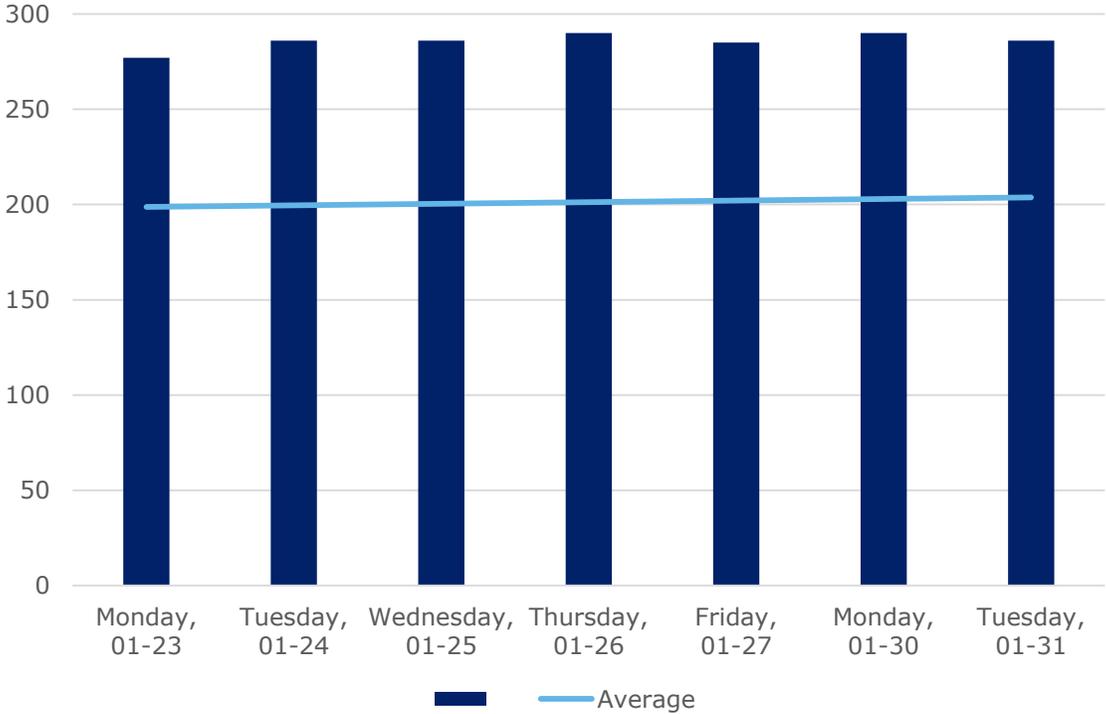


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

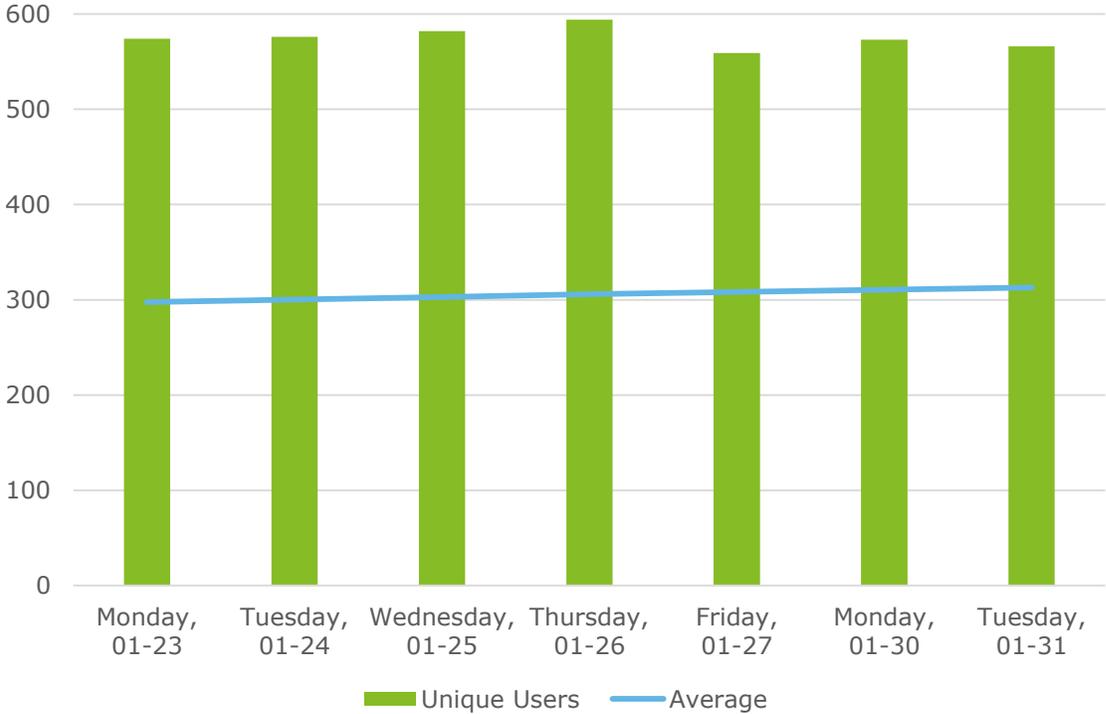
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Worker Portal Concurrent Logins Per Weekday



* Concurrent is over five minutes
 ** Exact number of concurrent logins with no exclusions

Worker Portal Unique Logins Per Weekday



* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Wednesday February 1st, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

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Total Priority 3 Blocker* Incidents Open by Day

